

# Opportunities

The Hamilton County Human Resources Department's  
Human Resources Development Newsletter

3<sup>rd</sup>  
Quarter  
2009

## Ken Blanchard's Situational Leadership II Available for Managers



Hamilton County managers have a great opportunity to attend the Ken Blanchard Company's "Situational Leadership II" course through Hamilton County HRD. People worldwide have attended this outstanding course to shape the way they lead and to increase their organization's effectiveness.

To determine if the course would be appropriate for you, please answer these questions.

1. **Are you a manager?** *(If you answered no to this question, check out p. 7 to learn more about Situational Self Leadership! It's a class for non-supervisory employees.)*
2. **Do you want your employees to get up to speed on new tasks, goals, or skills quickly and comfortably?**
3. **Do you want to provide your employees with an appropriate level of supervision when they're working? (In other words, you're not micro-managing, but you're there to provide direction and support as needed?)**
4. **Do you want your division to get the best results possible?**
5. **Do you want your employees to feel good about working as part of your team?**

If you answered yes to all of these questions, you'll want to register to attend Situational Leadership II. It's available for any Hamilton County manager at no cost. Using the skills you learn in this interactive course will enable you to lead your team towards peak performance and maximum results.

Please see p. 6 for more details about Situational Leadership II.



# Thank You Adjunct Instructors!

A big thanks goes out to all the Adjunct Instructors and to their organizations for volunteering their time to instruct HRD classes for Hamilton County employees!

The HRD program wouldn't be possible without the help of our Adjunct Instructors. Adjunct Instructors from six Appointing Authorities teach courses such as CPR, Defensive Driving, Get a Grip: Stress Management, Leadership for Results, Professional Writing, and Management Development Program sessions.

Thanks to these instructors, Hamilton County employees learn the skills needed to maximize their effectiveness on the job! Listed below are the Adjunct Instructors, their organizations, and the number of years they have been instructing classes for HRD.



## Hamilton County HRD Course Offerings

### To register for a class, please:

- Get your supervisor's approval to attend the class.
- Ask your organization's Training Coordinator to register you for the class.
- Wait to receive a confirmation letter for the class. You should receive it 3-4 weeks before the class begins.
  - **If you receive a confirmation letter**, please plan to attend the class on the dates and times indicated. If you are unable to attend, please notify your Training Coordinator as soon as possible.
  - **If you do not receive a confirmation letter**, please do not attend the class -- it is filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class.

### Civil Treatment: The Employees' Course

One half-day session — you attend one session.

Thursday, September 24

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

Learn about your rights to fair, equal treatment in the workplace and about your responsibility for treating others fairly at work.

Available for non-supervisory employees of organizations that participate in the CT program.

### Civil Treatment: The Managers' Course

Two half-day sessions — you attend both sessions.

Tuesday, August 4 & Wednesday, August 5

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

In this intensive course, you'll learn the Prescriptive Rules for managing fairly and legally.

Available for supervisors and managers whose organizations participate in the CT program.

## Hamilton County HRD Course Offerings

### CPR

Two sessions — you attend both sessions.

Thursday, September 17: 8:30 a.m. — 3:30 p.m.

Friday, September 18: 8:30 a.m. — 12 Noon

CAB 7th Floor

Employees who complete and pass the course earn American Red Cross certification in Adult CPR, AED, First Aid, Child CPR & Infant CPR.

Available only for employees whose jobs require the American Red Cross' CPR certification.

### Defensive Driving

One half-day session — you attend one half-day.

~~Wednesday, August 19~~ Revised Class Date!  
8:30 a.m. — 12:30 p.m. **Wednesday, August 12**  
CAB 7th Floor

This National Safety Council sanctioned course is strongly recommended for all employees who drive while conducting County business.

Participants will learn to prevent collisions, avoid common driver errors, make split-second decisions, and drive defensively in adverse conditions.

Available for all employees.

### EAP: Supervisory Overview

One half-day session — you attend one half-day.

Wednesday, September 23  
1:30 p.m. — 3:30 p.m.  
CAB 7th Floor

Presented by Horizon Health (Hamilton County's Employee Assistance Program provider), this course provides information about the services the EAP program offers. Managers will learn how and when to recommend or refer employees to the EAP.

Available for any supervisor or manager.

### Employee Orientation

One half-day session — you attend one session.

Tuesday, July 21

Or

Tuesday, September 15

1 p.m. — 4 p.m.  
CAB 7th Floor

Learn more about Hamilton County as an organization and about the benefits available for County employees. Whether you're a new employee or you've been here for years, you're welcome to attend.

Available for all employees.

## Hamilton County HRD Course Offerings

### Hamilton County Innovates!

One full-day session — you attend one full-day.

Thursday, July 9

Or

Tuesday, September 1

8:30 a.m. — 3:00 p.m.

CAB, 7th Floor

This course focuses on how we can create value by implementing new ideas. You'll learn:

- What we can do to create an "innovation environment" in Hamilton County government
- How we can use a variety of strategies for thinking differently, so we can come up with more ideas and add more value
- How to use a couple of processes that help people think of and implement ideas.

Mandatory for and available only for supervisors and employees working for select departments under the Board of County Commissioners.

### LFR: Coaching

Four half-day sessions— You attend all four sessions.

Wednesdays, September 2, 9, 16 & 23

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Coaching
- Developing Job Skills
- Influencing for Win-Win
- Giving Recognition

Available for non-supervisory employees who have completed the Leadership for Results "Personal Leadership" course.

### LFR: Developing Team Performance

Three half-day sessions — you attend all three sessions.

Tuesdays, August 11, 18 & 25

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

Sessions include:

- Building Team Pride and Purpose
- Developing Team Agility
- Resolving Conflicts within Your Team

Available for supervisors who have completed the Leadership for Results "Personal Leadership" course.

### LFR: Moving the Organization Forward

Five half-day sessions — you attend all five sessions.

Wednesdays, July 1, 8, 15, 22 & 29

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Defining Your Team's Contribution
- Identifying Work Priorities
- Setting Verifiable Goals
- Gaining Commitment to Preset Goals
- Influencing for Win-Win

Available for supervisors who have completed the Leadership for Results "Personal Leadership" course.

## Hamilton County HRD Course Offerings

### LFR: Personal Leadership

Four half-day sessions — you attend all four sessions.

Supervisors and Employees:

Thursdays, July 30, August 6, 13 & 20

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- The Basic Principles
- Proactive Listening
- Giving & Receiving Constructive Feedback
- Expressing Yourself

Available for supervisors and non-supervisory employees whose organizations participate in the Leadership for Results program.

### LFR: Problem Solving

Three half-day sessions —you attend all three sessions.

Tuesdays, July 14, 21 & 28

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Problem Solving: The Basic Process
- Problem Solving: Tools and Techniques
- Leading Problem Solving Sessions

Available for supervisors and non-supervisory employees who have completed the Leadership for Results “Personal Leadership” course.

### Situational Leadership II

Three half-day sessions; you attend all three sessions.

Thursdays, August 27, September 3 & 10

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

This course is designed to help you effectively use a variety of leadership styles to lead your employees towards peak performance. You’ll learn to:

- Help your employees align their work goals with the organization’s goals;
- Diagnose the development level of your employees and choose the appropriate leadership style for each situation;
- Increase the frequency and quality of conversations with your employees about performance and development;
- Help your employees develop the competence and commitment that they need to become self-reliant achievers.

Available for all supervisors and managers.

## Hamilton County HRD Course Offerings

### Situational Self Leadership

Two full-day sessions. You attend both sessions.

Wednesdays, August 12 & 19

8:30 a.m. — 3:30 p.m.

CAB 7th Floor

This course is designed to help you effectively use a variety of leadership styles to lead yourself to your best performance on any project, goal, or skill. You'll learn to:

- Align your work goals with the organization's goals;
- Diagnose your development level on any goal, task, or skill;
- Use a variety of techniques to get the direction and support that you need to achieve your goals;
- Develop the competence and commitment that you need to become self-reliant achiever.

Available for all non-supervisory employees.

### The Manager's Role in Employee Motivation

One half-day session — you attend one half-day.

Thursday, August 13

8:30 a.m. — 11:30 a.m.

CAB, 7th Floor

Employee morale is influenced by the organization's actions and by each employee's perspective. However, even with these other influences, managers' actions can have a big impact on their employees' morale. In this session, you'll learn best practices and actions to take to encourage higher morale for your employees.

Available for any supervisor or manager.

### Workplace Violence: Prevention and Response

One half-day session — you attend one half-day.

Tuesday, September 29

8:30 a.m. — 11:30 a.m.

CAB, 7th Floor

This class provides information about keeping our workplace safe. Before attending this course, you must attend "EAP: The Supervisory Course."

Available only for supervisors and managers whose organizations follow the Board of County Commissioners' Workplace Violence policy.

## More Learning Opportunities for All Hamilton County Employees

You can get a list of videos and courses available through HRD's Learning Center, E-Learning, and Resource Center from your Training Coordinator or at this WebPage:

<http://www.hamiltoncountyohio.gov/hr/HRDHome.asp>

### **Learning Center**

The Learning Center is a place where employees can learn various skills independently, at their own pace, using one of HRD's computers. Employees can schedule appointments Monday - Friday, between 9 a.m. and 3 p.m. To schedule an appointment, please call Patti at 946-4701.

### **E-Learning**

The E-Learning program offers courses which employees can complete at their own pace, using any PC that has internet access. These courses are primarily for learning how to use computer applications. To register for an E-Learning course, just ask your Training Coordinator.

### **Resource Center**

The Resource Center is a lending library containing videos on a variety of topics. To borrow Resource Center materials, please contact Patti Singler at 946-4701.

## Congratulations to all who completed

## The Leadership for Results Program

### January - March 2009

These employees have completed  
24 LFR supervisory sessions or  
15 employee sessions.

We commend their commitment to learning  
the skills essential for effective leadership.



**Susan Adkins - Job & Family Services**

**John Cummings - Job & Family Services**

**Rebekah Harlow - Public Health**

**Valerie Moffett - Job & Family Services**

**Michael Myatt - Juvenile Court, Hillcrest**

**Michelle Ray - Facilities**

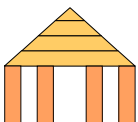
## Quote of the Quarter

The difference between a successful person and others  
is not a lack of strength, not a lack of knowledge,  
but rather a lack in will.

~ Vince Lombardi ~



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